



# STATERA NETWORK NEWS

*Balancing Quality and Cost to create Healthcare Value*



*Statera Spotlight*

## FAIRVIEW CLINIC

### *How to Achieve 5 Star Status*

As the healthcare industry moves toward value-based reimbursement, healthcare clinics and providers have to adopt new processes to qualify for incentives to meet various quality-based measures.

In theory, this Affordable Healthcare Act driven approach was designed to emphasize preventative health and bend down the overall cost of patient care. But as a result, physicians feel increasingly pressured to “jump through hoops” and “tick off boxes” in a patient’s EHR rather than focus on what brought the patient to their clinic for care.

The physicians at Fairview Clinic cautiously began evaluating the quality-based reimbursement models presented by payors in 2011. They started small and focused on two measures: Annual Wellness Visits and Mammograms. As they became more proficient in achieving 5 Star status within those two measures, they gradually added more. Jessica Wingate, the Practice Administrator for Fairview Clinic, said, “There wasn’t a point that we made a larger commitment. I just gradually added more (quality measures) when

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## A letter from the Board of Directors and Executive Staff

Now that we are officially an Accountable Care Organization (ACO), we are excited to announce that we are moving forward to participate in another Advanced Payment Model (APM) offered by CMS. The Bundled Payments for Care Improvement -Advanced (BPCI-A) Program is designed to follow patient care and outcomes through a 90-day period following a covered procedure. Joint replacements, CABG procedures, and more than 30 other potential episodes of care are available in the program. Statera’s consultant, Dixon, Hughes, Goodman, is currently performing analyses to determine which bundles of care would offer the greatest opportunities for Statera physicians.

Perhaps the most notable action Statera has taken in the last quarter is to welcome Amith Skandhan, MD, SFHM, to the Statera leadership team as chairman of the Physician Participation Committee and director of Physician Integration. Dr. Skandhan has been hard at work reaching out to

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**Donavon Wewers, MD**

*Chairman,  
Board of Directors*



**Marc J. Miller,**  
MBA, FACHE, FACMPE

*Chief Executive Officer*

**THANK YOU** *for your continued participation as members of the Statera Network Clinical Integration Organization and Accountable Care Organization.*



*Amith Skandhan, MD, SFHM, was named one of the top hospitalists in the nation by the American College of Physicians in 2018.*

## Dr. Skandhan accepts leadership roles at Statera Network

Southeast Health Statera Network is pleased to announce Amith Skandhan, MD, SFHM, internal medicine hospitalist, has been named chairman of the Physicians Participation Committee and director of Physician Integration.

Dr. Skandhan joined Southeast Health Medical Group's internal medicine hospitalist team about eight years ago. Since then, he has become the senior lead hospitalist and medical director/physician liaison for clinical documentation improvement. With his leadership in documentation and coding, Southeast Health has realized

annual revenue savings. He is a physician advisor for case management and utilization review. He also serves as core faculty in the Internal Medicine Residency Program at Southeast Health and also as an assistant professor at Alabama College of Osteopathic Medicine (ACOM).

He was named one of the top hospitalists in the nation in 2018 by the American College of Physicians (ACP). Dr. Skandhan was one of 10 hospitalists in the nation to receive this prestigious recognition from the ACP Hospitalist magazine.

## Statera Network welcomes new Care Coordinator



*Jackie Wood*

Statera Network welcomes Jackie Wood, care coordinator to our Care Management team. Jackie has more than 25 years of experience in all aspects of Patient Registration and Scheduling: assisting patients with transportation, financial and insurance needs, as well as collecting data during the pre-registration process.

Jackie has been instrumental in building patient registration operations from the ground up for the Southeast Health Outpatient department, Southeast Health Woman's Imaging (formerly Comprehensive Breast Center) and Southern Clinic.

At Statera, Jackie owns outbound call outreach for our Medicare population (roughly 16,500 beneficiaries) with a focus on annual wellness visits, Medication Adherence, and follow up appointments after discharge from the hospital or ED. With Jackie, our telephonic outreach has increased the touchpoints to our beneficiaries to assist them in receiving the highest quality healthcare from our network of providers. Outside work, Jackie is currently an Honors student at Liberty University pursuing a bachelor's degree in Counseling.

Upon meeting Jackie, it's easy to understand her success communicating effectively with patients. Her sweet, caring spirit paves the way to immediate connection, allowing others to share their needs openly, which allows Jackie to help facilitate solutions to help meet the patient's needs. Welcome, Jackie!

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Primary Care practices to understand the challenges and successes they are experiencing with Quality Metrics across different payors. We look forward to great success in the coming months resulting from the collaboration between Dr. Skandhan, the Physician Participation Committee, and our physician network.

Also, we held our Annual Physician Membership Meeting on September 5, and it was an action-packed meeting with several interesting physician presentations, as well as a presentation on the BPCI-A program. We announced our new slate of board of directors for Fiscal Year 2020, so please join us in congratulating Michael Ramsey, MD on his re-election to the Statera Board for another three-year term. We appreciate his dedication to the Board and to the mission and vision of Statera Network.

Finally, an important part of a CIN or an ACO is the involvement of physicians in both the governance and the direction setting for the organization, which includes the committees mentioned above. If any of these committees are of interest to you or if you would like more information, please contact Kristie Covington in the Statera Network office at 334-712-3143.

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the staff got comfortable with the previous measure.” For the past six years, Wingate managed all “quality-related” responsibilities, including online reporting to payors, submitting supplemental files, monitoring all measures and open gap lists. Last year, Fairview Clinic added a full-time staff member to manage all quality-based responsibilities, freeing Wingate to focus on overall Practice Management. Wingate adds, “Everyone has been instrumental. We couldn’t have done it without every single staff member, from check-in to check out. My method was to look at our population as a whole and not by the payer. If you (focus) by the insurance company, there is no way it will get done. That results in chaos!”

By applying this progressive approach, Fairview Clinic has earned numerous awards and recognition from their payor partners, along with Jessica Wingate being named the 2019 Most Achieved Administrator in Healthcare for the State of Alabama. Wingate admits, her biggest frustration in their intentional shift to embracing value-based reimbursements was “changing the mindset (of her physicians) and

*Fairview Clinic’s James Robeson Jr., MD, and Jessica Wingate, Practice Administrator*



“Everyone has been instrumental. We couldn’t have done it without every single staff member, from check-in to check out. We have never looked at things by payer, that doesn’t matter to us. My method was to look at our population as a whole and not by the payer.”

*Jessica Wingate*

*Practice Administrator, Fairview Clinic*

learning the value-based models.” When asked what she predicts for the future of healthcare, she replied, “away from fee for service” and toward an increasing focus on value-based reimbursements.

Dr. James Robeson Jr., Fairview Clinic physician and chairman of the Statera Quality Committee added, “It was eye-opening when we began actually looking at our performance on quality measures and saw how far we were missing our own mark. I think all physicians desire to, and even believe they do, provide quality care. When we started seeing how far we fell short on the things we thought we did well, it provided the catalyst that spurred us on to change how we provided care, so that we could achieve the quality care we desired.

Wingate advised, “To be successful, you have to completely revamp the way providers/practices look at their population. The goals have to be designed for complete patient care by primary care doctors. It can no longer (just) be up to the provider to do what the patient needs. It is now a team effort. It’s not about getting (patients) in and out anymore. You can be ten times more successful, taking the time to care for the patient’s complete need than trying to (add) more patients into your schedule. After that – documentation. It doesn’t matter what you did – only what you can prove you did!”

Lisa Cook, quality care manager for Statera Network is actively assisting our Primary Care Physician members in adopting some of these benchmark processes to standardize operations around coding and reporting. Dr. Amith Skandhan is the director of Physician Integration and the chairman of the Physician Participation Committee. He along with Kim Atwell, physician liaison for the Statera Network, meets with primary care practices each month. During these visits, they share

reporting insights to help maximize gap closure and increase revenue potential. Additionally, they use these meetings to understand the challenges of each practice and use the tools and resources an accountable care organization can provide to help solve them.

“There are certain principles of improvement demonstrated by Fairview Clinic, which led them to the Statera newsletter spotlight,” Dr. Skandhan noted. “As the landscape of healthcare moves from a fee for service model to quality, more metrics measure physician practices. These often lead to burden and burnout for individual physicians. What was unique with the Fairview Clinic is the culture of an obsession of learning from failure and propagating high visibility to the obstacles. They analyze these obstacles and implement solutions and processes, which aim to improve the overall wellbeing of not just the patient but also the physicians”.

“It doesn’t matter what you did – only what you can prove you did!”



*Statera Network's Jenny Klement, Kim Atwell, Heather Hall, and Ashley Shingler.*

## Statera leaders go to D.C.



Statera leaders from each department recently attended the NAACOS Fall 2019 Conference in Washington, D.C. to ramp up knowledge of benchmark practices among Accountable Care Organizations (ACO) across the nation. As a ACO, the Statera team is eager to learn more about how other ACO's are succeeding in CMS contracts. To maximize this learning opportunity, our team divided to attend all breakout sessions with Kim Atwell focusing on contracting, physician engagement and operations; Jenny Klement focusing on care management, Heather Hall focusing on post-acute strategies, and Ashley Shingler focusing on data and analytics. Our team returned having learned key aspects to achieving success within our ACO. Our team looks forward to sharing what we learned with our committee leadership and board of directors.

### July 2019

- » Approved Amith Skandhan, MD as director of Physician Integration
- » Approved Heather M. Choat, MD, of Dothan Pediatrics as a new member
- » Approved Walter Young, MD, to continue in his role as medical director of Statera
- » Completed application for participation in Bundled Payment Care Improvement Program

### August 2019

- » Approved the 2020 operating budget for Statera Network
- » Approved ballots for board of director seats to be sent to membership at large

### September 2019

- » Welcomed Michael Ramsey, MD, to the board for another three-year term
- » Approved the following Southeast Health Medical Group physicians for Statera membership: Heather Choat, MD; Tyler Hansen, DO; David Hodgett, MD; Mazen Zaarour, MD; and Foy Mann III, MD

## WELCOME new members

Statera Network would like to welcome members who have joined since the last newsletter was produced. We are pleased to continue to add to our membership. This continuing growth is a testament to the dedication of area physicians to improving the health of our community.



**Heather Choat, MD**

*Dothan Pediatric Sub-Specialty Clinic*



**Tyler Hansen, DO**

*Southeast Health Neurospine Center, Psychiatry*



**David Hodgett, MD**

*Southeast Health Surgery Clinic, General Surgery*



**Foy G. Mann III, MD**

*Southeast Health Emergency Medicine*



**Mazen Zaarour, MD**

*Southeast Health Hematology & Oncology*



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